

Service Area Plan

Department of General Services

Statewide Vehicle Management Services (82302)

Service Area Background Information

Service Area Description

To provide statewide vehicle management services using current best practices and technology to ensure safe, efficient, operation of vehicles owned by the Commonwealth.

Service Area Alignment to Mission

This Services Area aligns to the Agency mission by delivering quality, cost effective, timely, safe and secure vehicle management services.

Service Area Statutory Authority

The Director of DGS has been given authority and responsibilities by Chapter 11, Title 2.2-1178 of the Code of Virginia concerning the purchase, use, storage, maintenance and repair, and disposal of all vehicles within the centralized fleet. There is an Executive Order in force and effect that extends this authority to all vehicles owned by the Commonwealth. The Director of DGS has delegated the responsibilities for implementing approved policies and procedures to the Director of the Office of Fleet Management Services

Service Area Customer Base

Customer(s)	Served	Potential
State agencies and institutions that maintain their owned vehicles at the OFMS automotive maintenance facility.	22	175
State agencies and institutions that utilize the services of the OFMS Vehicle Management Control Center for their owned vehicles.	0	175
State employees that use centralized trip pool and assigned vehicles	10,145	10,348

Anticipated Changes In Service Area Customer Base

With the implementation of a Vehicle Management Control Center, it is expected that the division may offer fleet administrative and maintenance management services to other state agencies and institutions for their owned vehicles, increasing the customer base. In addition, Federal GSA and local government entities have expressed an interest in having OFMS manage their vehicle fleet.

Service Area Partners

Commercial automotive repair

Service Area Partners

DMV

Service Area Partners

Mansfield Oil Company

Service Area Partners

State Executive Branch (agencies and institutions)

Contractor to provide Vehicle Management Control Center services

Service Area Partners

VDOT equipment division

Service Area Partners

Voyager Fleet Systems

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Service Area Products and Services

- DMV registration, licensing, and titling services
- 24/7 emergency roadside services
- Short Term vehicle rentals through the OFMS trip pool
- Long Term vehicle assignments
- Vehicle Management Services through the OFMS Vehicle Management Control Center
- Automotive repair services through the OFMS vehicle repair facility
- Vehicle refueling at the OFMS fuel site

Factors Impacting Service Area Products and Services

The contract with the vehicle management Control Center (TEECHOM) was designed to allow VDOT shops first right of refusal for vehicles in their respective service areas. Presently the VDOT has not signed the Memorandum of Agreement to provide vehicle repair services to the Vehicle Management Control Center. Once the Memorandum is signed, it will be possible to establish a database which will allow for comparison of cost and efficiency between private vendors and government shops

Anticipated Changes To Service Area Products and Services

OFMS is currently utilizing the DMV STARS system to handle OFMS vehicle titling and registration needs. If requested by its customers, the agency is prepared to expand this service to all vehicles owned by agencies and institutions that are serviced by the OFMS

OFMS is positioning itself to perform new vehicle up-fitting and decal installation, services currently outsourced, for vehicles managed by the VMCC.

OMFS anticipates providing an expanded training role as a means to develop an effective fleet safety program for all drivers of state owned vehicles as well as providing targeted training to agency transportation on fleet procedures and industry best practices.

Service Area Financial Summary

This Service Area operates as an internal service fund (100% non-general fund supported) and receives no general fund appropriations. It receives funding from two sources: (1) the fees charges to State agencies and institutions for using fleet vehicles and (2) the sale of surplus vehicles.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$0	\$0	\$0
Changes To Base	\$450,000	\$0	\$0	\$0
SERVICE AREA TOTAL	\$450,000	\$0	\$0	\$0

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Service Area Objectives, Measures, and Strategies

Objective 82302.01

Provide safe, vehicular transportation services for state employees.

State agencies of the Commonwealth provide many services to the citizens of Virginia. Many of these services require the use of state owned vehicles to perform assigned duties. This objective will focus OFMS providing safe and reliable transportation resources at a high level of customer service satisfaction.

This Objective Supports the Following Agency Goals:

- Improve our customers' business processes
- Strengthen our customers' safety and security condition

This Objective Has The Following Measure(s):

- **Measure 82302.01.01**

Frequency of accidents involving trip and assigned state owned vehicles per 100,000 miles traveled.

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: Based on fleet's internal data, the frequency per 100,000 miles in FY05 was 0.44.

Measure Target: Ten percent reduction to an accident rate of 0.396 by FY 07

Measure Source and Calculation:

The Virginia State Police annually submits to the OFMS on the number of accidents reported involving a state owned vehicle. OMFS maintains a log of the number of miles traveled by trip and assigned vehicles. Frequency rate will be calculated per 100,000 miles.

Objective 82302.01 Has the Following Strategies:

- Develop a comprehensive training program in the use of state owned vehicles to deliver to the customers in various formats, to include the customers' duties and responsibilities regarding use and operation of the vehicles, and how to interact with OFMS to conduct agency business.
- Re-engineer fleet management processes utilizing best business practices and technologies to better serve customers.

Objective 82302.02

Provide a high quality fleet management program for state owned vehicles.

A new fleet management system, FASTER, has been implemented to enable OFMS to gather the data required to effectively manage both the fiscal and operational assets of the fleet division. The data in the FASTER system feed into the Vehicle Management Control Center's database. The Vehicle Management Control Center provides year round twenty-four hour maintenance and repair support services to vehicles managed by fleet. VMCC call center personnel are ASE certified technicians that specialize in negotiating with vendor shops and ensuring the work is performed correctly at a reasonable cost in a timely manner. These activities have been recommended by reviews conducted by JLARC (2004), APA (2004), and are a specific directive by Executive Order from the Governor.

This Objective Supports the Following Agency Goals:

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- Lead the way in change and innovation
- Improve our customers' business processes
- Provide cost effective and efficient services

This Objective Has The Following Measure(s):

- **Measure 82302.02.02**

Number of vehicles serviced by the Vehicle Management Control Center.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 3,900 vehicles

Measure Target: 25% increase in vehicle count by end of FY07.

Measure Source and Calculation:

The data for this measure will be collected from the automated vehicle information system, FASTER, used by the VMCC. Data will be segregated by agency, showing vehicle count by agency.

Objective 82302.02 Has the Following Strategies:

- Develop the databases and reporting methodologies needed to enable Director of OFMS to present a "State of the Fleet" report to the Governor and General Assembly by October 1 each year.
- Track total cost of ownership, under or over utilization, to establish improved replacement criteria and life cycle cost analysis for the vehicles managed in the FASTER system.
- Prove VMCC concept provided cost efficient vehicle maintenance and repair service support.
- Launch an outreach program to State agencies to inform and educate agency managers about the capabilities of the Vehicle Maintenance Control Center.
- Develop a new "Agency Transportation Officer's Handbook."

Objective 82302.03

Reduce the annual per vehicle maintenance cost of the Commonwealth's vehicle fleet.

According to the APA's "Statewide Review of Agency Owned Vehicles" (2004), it was stated that "The Commonwealth owns over 20,000 vehicles having an average cost of \$23,443 and representing an investment of over \$468 million. Further, the Commonwealth spends on average \$100 million each fiscal year buying vehicles, gas, and maintenance and paying state employees for driving their vehicles on state business." This objective will track vehicle maintenance cost to evaluate the success of the OFMS VMCC in reducing vehicle maintenance costs.

This Objective Supports the Following Agency Goals:

- Lead the way in change and innovation
- Improve our customers' business processes
- Provide cost effective and efficient services

This Objective Has The Following Measure(s):

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- **Measure 82302.03.03**

Percentage reduction operating cost per vehicle.

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: FY05 per vehicle operating cost was 0.43 per mile.

Measure Target: Operating cost per vehicle will be reduced by 10% by the end of FY08 from the FY05 baseline of 0.43 per mile.

Measure Source and Calculation:

For vehicles being managed in the OFMS VMCC, the data can be captured and then reported from reports generated by the FASTER fleet management information system. The percentage of reduction will be demonstrated by comparing operating cost per vehicle for each vehicle class, then taking the gain or reduction of cost in that class and rolling these totals into an overall total. By breaking these expenditures down to the cost per vehicle level, by vehicle class, and by agency, OFMS can better identify potential areas of improvement or success.

Objective 82302.03 Has the Following Strategies:

- Ensure the operators of vehicles managed by the VMCC are kept informed of preventive maintenance schedules/appointments, warranty repairs, recalls, and the VMCC ensures the work is completed in a timely fashion.
- Ensure warranty work is pursued by VMCC
- Establish a new Fuel Card Contract based on OPIS plus a management fee for all agencies and institutions to use.
- Promote SWAM participation in fleet services.
- Ensure all maintenance service vendors to the VMCC are in compliance with the Service Level Agreement.